Audio Issue on iPhone/iPad

We're aware of the audio issue when conducting video visits on iOS devices. This is an iOS issue and our vendor, Caregility, is currently working closely with Apple to resolve this matter.

Issue: Low audio output during video visits on iOS devices.
Resolution: Use earbuds while conducting visits on iOS devices. It's a temporary solution but helps significantly.

Audio Issue on Laptop

Issue: You allowed access to your mic when prompted, and you can hear the patient, but the patient can't hear you.
Resolution: Check your laptop to ensure that the **mute mic** feature isn't turned on (shown below). If the light is on, hold down the **Fn** key and press the **F4** key. This will turn this feature off and allow your mic to work properly.
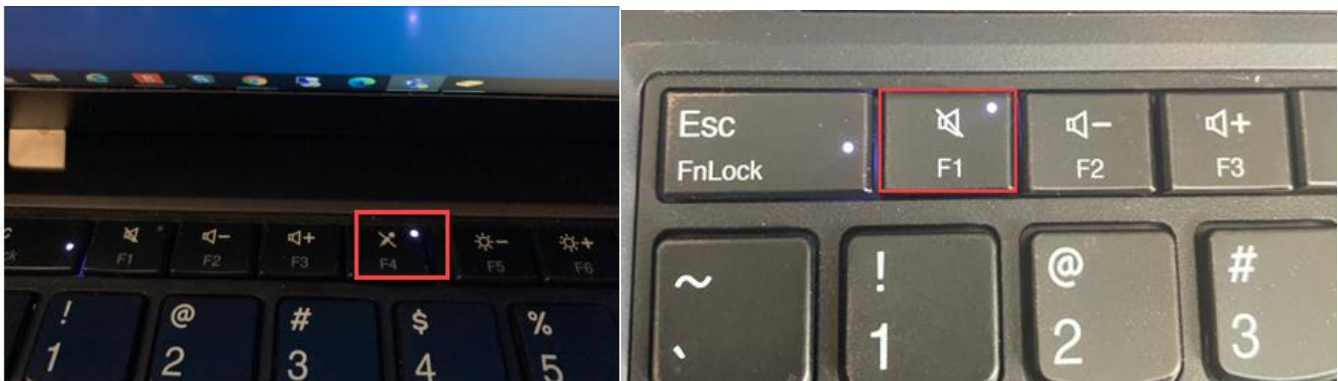
Issue: You can't hear the patient.

Resolution: Confirm the speaker volume is turned up. Check your laptop to ensure the **Audio output** feature isn't turned on (shown above). If the light is on, hold down the **Fn** key and press the **F1** key. This will turn this feature off and allow you you to hear audio output.

Web Browser Issue

Recommended web browser: **Google Chrome**.
Ensure the video is opening in **Chrome** or **Safari**. If not, copy and paste the link into your **Chrome** browser.
Internet Explorer isn't supported, and **Microsoft Edge** isn't recommended.

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- If the visit isn't opening in **Chrome**, you can adjust your computer settings to make **Chrome** the default browser
- **Quick fix:** Locate **Default Apps** in your Windows search bar. Open **Default Apps** and locate **Web browser.** The default browser should be **Google Chrome**. If it's not, change it to **Google Chrome** by clicking **Microsoft Edge. Choose an app** will appear. Click **Google Chrome** to select it as your default. **Note:** These steps must be done daily.
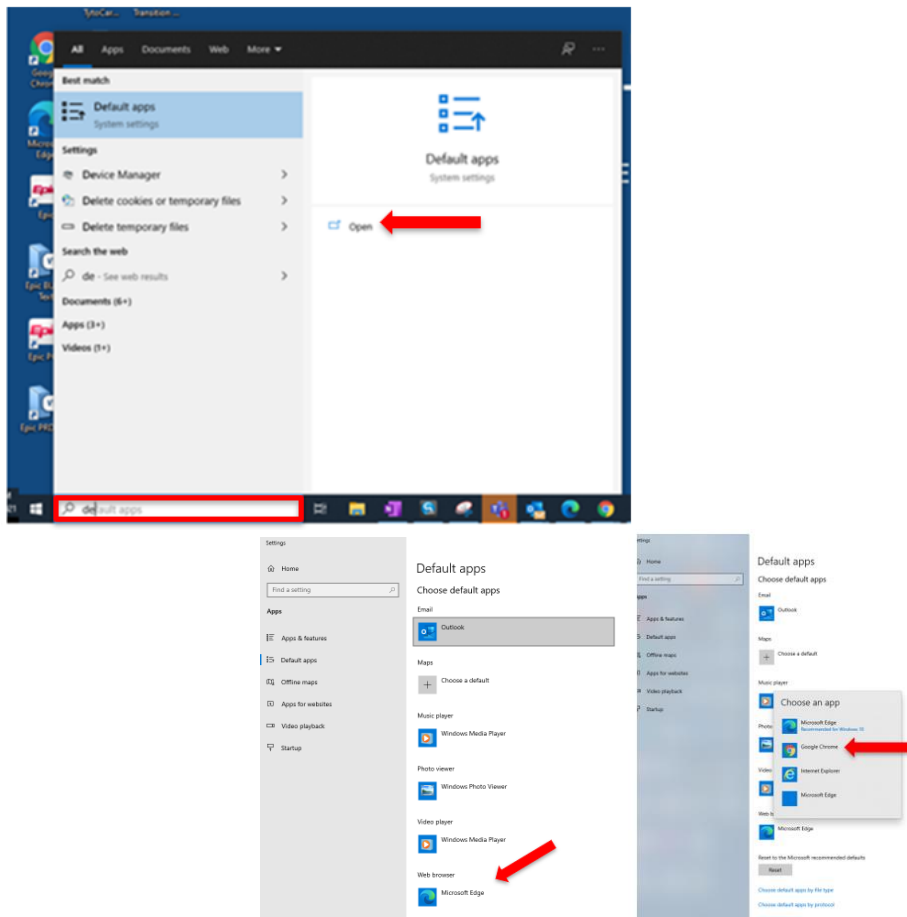

- **Permanent Fix:** Log a ticket with the IT Service Desk, itsupport@houstonmethodist.org, to have your HM-issued computer added to the **Appsense Chrome** policy. Please include your computer name when contacting the service desk. Once your computer has been added to this policy, your web browser will default to **Google Chrome.**
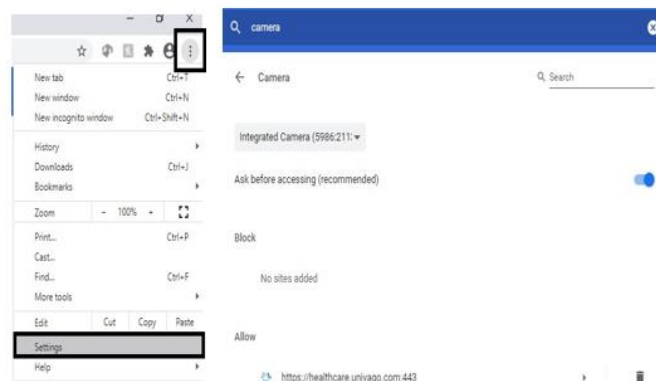
Issue: Provider can't connect due to camera/microphone being blocked in **Safari/Chrome** on smart device, when going through **Haiku/Canto**.

Resolution: Have the patient go to **Settings** on their smart device, select browser and confirm **Camera** and **Microphone** are set to either **Ask** or **Allow**.
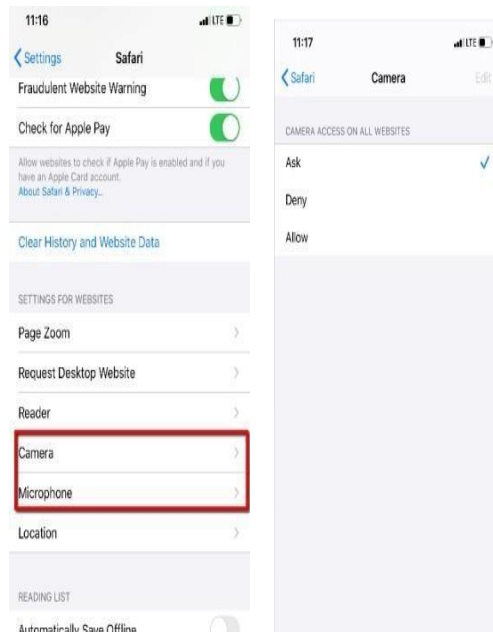
Issue: When launching a video visit from a computer, provider receives error message that the camera/mic can't be accessed.

Resolution: Go into **Settings** for your browser **> Camera Settings >**. Confirm browser isn't blocked and allows for websites to access.
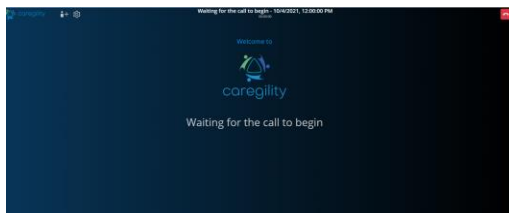
Connection Issue

Issue: Patient and provider are in the visit but are unable to see or connect with each other.


Resolution: Both patient and provider disconnect from the visit. The provider must reconnect first, then have the patient reconnect. This often resolves the issue.

Bandwidth Issue

Issue: Poor video quality.

Resolution: Adjust video quality. In the video toolbar, click the menu icon . Then select **Manage video quality** from the menu. The **Video Quality** feature will appear. **Note:** When adjusting the bandwidth, selecting **Low bandwidth** will reduce the session to audio only. We recommend using **Standard definition**.
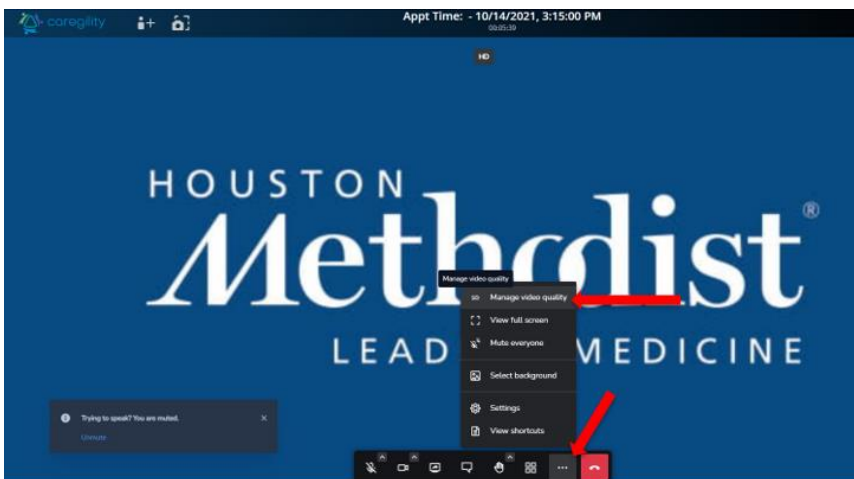
Camera Issue

Issue: Patient can't see the provider.
Resolution:
- Check the camera to make sure nothing is blocking the lens.
- Some cameras have a covering. If your camera has a cover over the lens, it must be removed.
- If you're using an external webcam (it's plugged into your computer via a USB port), check to make sure that it's connected properly.
- If you're using a laptop with a built-in webcam and have an external webcam attached, select the camera you want to use for the video visit session from the main screen, before joining the visit.

o   To do this, click the camera icon . This feature allows you to select the camera that will be used during the visit. This feature is also available once inside the visit, on the toolbar at the bottom of your screen.

- You can also select your camera and microphone by clicking the gear icon . The **Settings** menu will appear. Here, under devices, you can select and test the microphone, your audio output and video. Testing out the microphone can be seen on the screen – the **blue bar** moves when sound is detected.
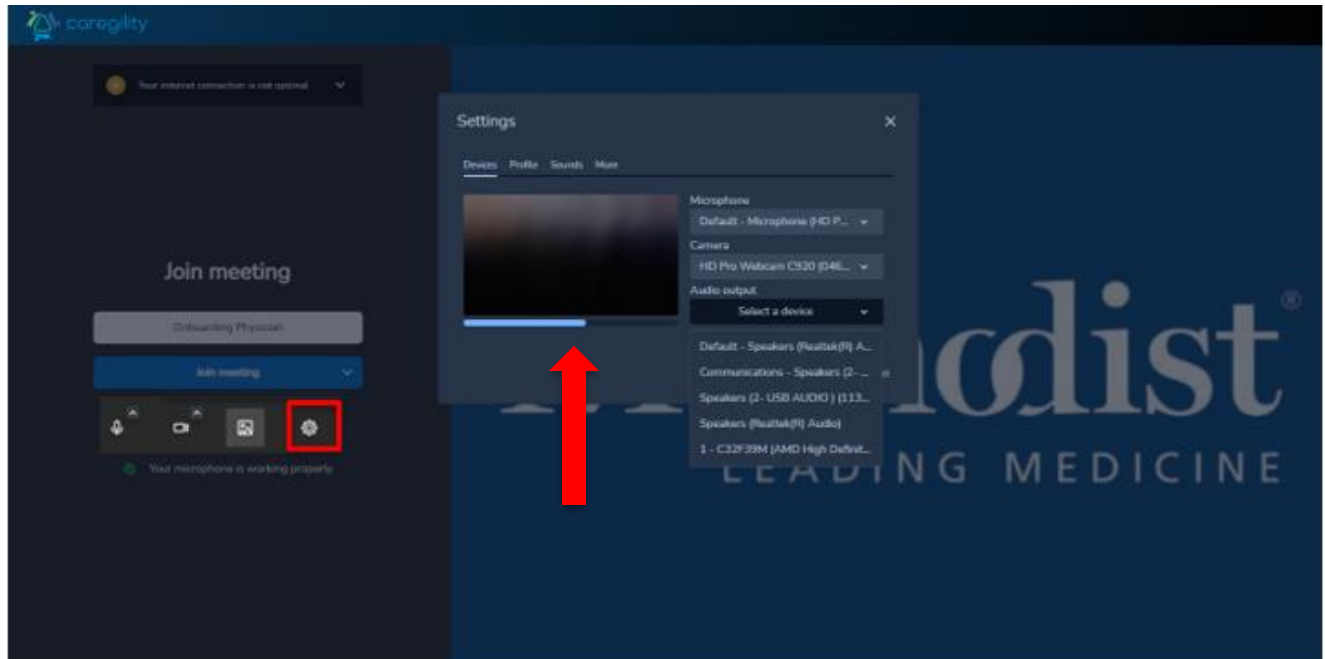
Other Issues

Issue: Audio is lost when one party receives an inbound call/text.
Resolution: Have both parties disconnect and reconnect to reestablish audio.

Issue: Can't join video call while also on a phone call.

Resolution: Disconnect from the phone call and refresher the browser screen. The video feed won't launch when other applications are competing.

Issue: The **camera** icon isn't turning green when patient connects via text invite.
Resolution: The **camera** icon on the schedule/mobile view won't turn green when patients enter the feed via text invite. Alerts in Epic of patient connections only occur when the patient connects via **MyChart**.

**Issue:** Provider loses patient image/video feed when navigating back to Epic to document/view information.
Resolution: Resize Epic and *Chrome* to allow both to remain on the screen at the same time. If using dual monitors, place Chrome on one monitor and Epic on the other.

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Issue: When using a docked laptop, webcam is defaulting to the internal webcam, instead of the external webcam.

Resolution: When in the video visit, select the 📷 icon on the toolbar, then select which camera should be used.

Issue: When launching a video visit from a computer, the provider receives an error message that another application has locked the camera.

Resolution: Ensure no other application is trying to utilize **Camera** settings (browsers, Teams, WebEx, etc.).

Patient Preparation

Test hardware: To test hardware, use https://healthcare.univago.com/api/meeting_self_test.

- MyChart app download: Patients using a smart device should navigate through the **MyChart** app. For a demo on how to download and connect, watch this video: https://vimeo.com/433677034/37af42ef2f.

- Smart device browser settings:
- **Safari** (iPhone):

    1. Launch **Safari** on your iPhone or iPad.
    2. Open any website.
    3. Once the site loads, tap on the 'AA' button in the address bar.
    4. Ignore everything else and click **Website Settings**.
    5. Under the **Allow [website name] to Access** section, you'll see options for **Camera**, **Microphone**, **Location**. Tap on each option and you'll see **Ask**, **Deny** and **Allow**.

- Chrome (Android):
    1. On your Android phone or tablet, open the **Chrome** app.
    2. To the right of the address bar, click **More Settings**.
    3. Under **Advanced**, tap **Site Settings**.
    4. Tap the permission you want to update.

Computer
- Patients can connect to video visits on a desktop or laptop by going to the **MyChart** site, https://mychart.houstonmethodist.org. **Chrome** and **Safari** required, Internet Explorer and Microsoft Edge aren't supported.

- Chrome (desktop):
    1. On your computer, open **Chrome**.
    2. At the top right, click **More Settings** (three dots).
    3. Click **Settings**.
    4. Under **Privacy and security**, click **Site Settings**.
    5. Select View permissions and data stored across sites.
    6. Locate the **Caregility** site, click the three dots and select **Reset permissions**.
- Safari (desktop):
    1. Open the **Safari** app   on your Mac.
    2. To change these preferences, choose **Safari > Preferences**, then click **Websites**.
    3. The settings you can customize (such as Reader and Content Blockers) are listed on the left.
    4. To apply a setting to a website on the right, select the setting, then choose the option you want from the pop-up menu next to the website.

Troubleshooting Tips

Resetting the device must always be considered when helping patients.

Issue: When connecting via computer, video launches out to **Internet Explorer** and fails to connect.
Resolution: Have the patient copy and paste the URL into **Chrome** or **Safari**. **Internet Explorer** and **Microsoft Edge** are no longer supported.

Issue: Browser has blocked website or there are three blue dots spinning.
Resolution: Have the patient enable pop ups so the video can launch.
- For Android users:
    1. Select three dots in the top, right-hand corner.
    2. Select Settings.
    3. Select Site Settings.
    4. Select and disable Pop-ups and redirects.
- For iPhone users:
    1. Open **Settings**.
    2. Click on **Safari**.
    3. **Disable Block Pop-ups**.

Issue: Patient's video won't connect due to camera/microphone being blocked in **Safari/Chrome** on their smart device.
Resolution: Use the instructions on page one to allow **Camera** and **Microphone**.

Issue: Patient is having issues connecting to visit or downloading the **MyChart** app and assistance hasn't resolved issues.

Resolution: To assist the patient with connecting, utilize the **Invite Participants** feature.

The Telemedicine team can assist you with any issue or concerns related to video visits.

- **Provider and staff questions/issues:** Place a ticket with the IT Service Desk, itsupport@houstonmethodist.org. Ask them to assign it to the Virtual Health team.
- **Urgent issues:** Contact the IT Service Desk and ask for Virtual Health on-call team to be paged.
- **Patient questions/issues:** Have the patient contact the support team at 713.441.7265.